

## THREAT IDENTIFICATION CHECKLIST

(Format and questions from American Water Works Association)

If your utility receives a threatening phone call, try to keep the caller on the line to obtain as much information as possible. Record as much information as possible, including:

1. What kind of threat is posed? \_\_\_\_\_
  - A. Contamination: What kind of poison? \_\_\_\_\_  
How much? \_\_\_\_\_
  - B. Physical Damage: What kind of damage? \_\_\_\_\_  
With what kind of device? \_\_\_\_\_
2. Where? \_\_\_\_\_
3. When? \_\_\_\_\_
4. Why? \_\_\_\_\_
5. By Whom? \_\_\_\_\_
6. What is your (caller's) name? \_\_\_\_\_
7. What is your (caller's) affiliation? \_\_\_\_\_
8. What is your (caller's) address and phone number? \_\_\_\_\_
9. What is the exact wording of the threat? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
10. Is the caller ☐ male ☐ female ☐ well spoken ☐ illiterate ☐ foul ☐ irrational ☐ incoherent
11. Is the caller's voice ☐ calm ☐ angry ☐ slow ☐ rapid ☐ soft ☐ loud ☐ laughing ☐ crying  
☐ normal ☐ slurred ☐ nasal ☐ clear ☐ lisping ☐ stuttering ☐ deep ☐ high ☐ cracking ☐ excited  
☐ young ☐ old ☐ familiar – who did it sound like? \_\_\_\_\_  
☐ accented – what nationality, region? \_\_\_\_\_
12. Is the connection clear? (Could it have been a wireless or cell phone?) ☐ yes ☐ no
13. Are there background noises? ☐ yes ☐ no
  - ☐ street noises – what kind? \_\_\_\_\_
  - ☐ machinery – what type? \_\_\_\_\_
  - ☐ voices – describe \_\_\_\_\_
  - ☐ children – describe \_\_\_\_\_
  - ☐ animals – what kind? \_\_\_\_\_
  - ☐ computer keyboard/office – describe \_\_\_\_\_
  - ☐ motors – describe \_\_\_\_\_
  - ☐ music – what kind? \_\_\_\_\_
  - ☐ other \_\_\_\_\_

Name of person receiving call _____	Date _____ Time _____
Notify utility manager _____	Phone _____
Local FBI/Law Enforcement phone _____	Phone _____
Other _____	Phone _____